

Family-driven Care: Strategies for Improving Program Practice and Staff Skills

BBI Michigan Project Webinar

Facilitator & Family Member:

- Ebony Chambers McClinton, BBI Consultant

Children's Village Faculty:

- Jeremy Kohamban, *President/CEO*, Children's Village
- Robert Ramaseur, *Credible Messenger*, Children's Village



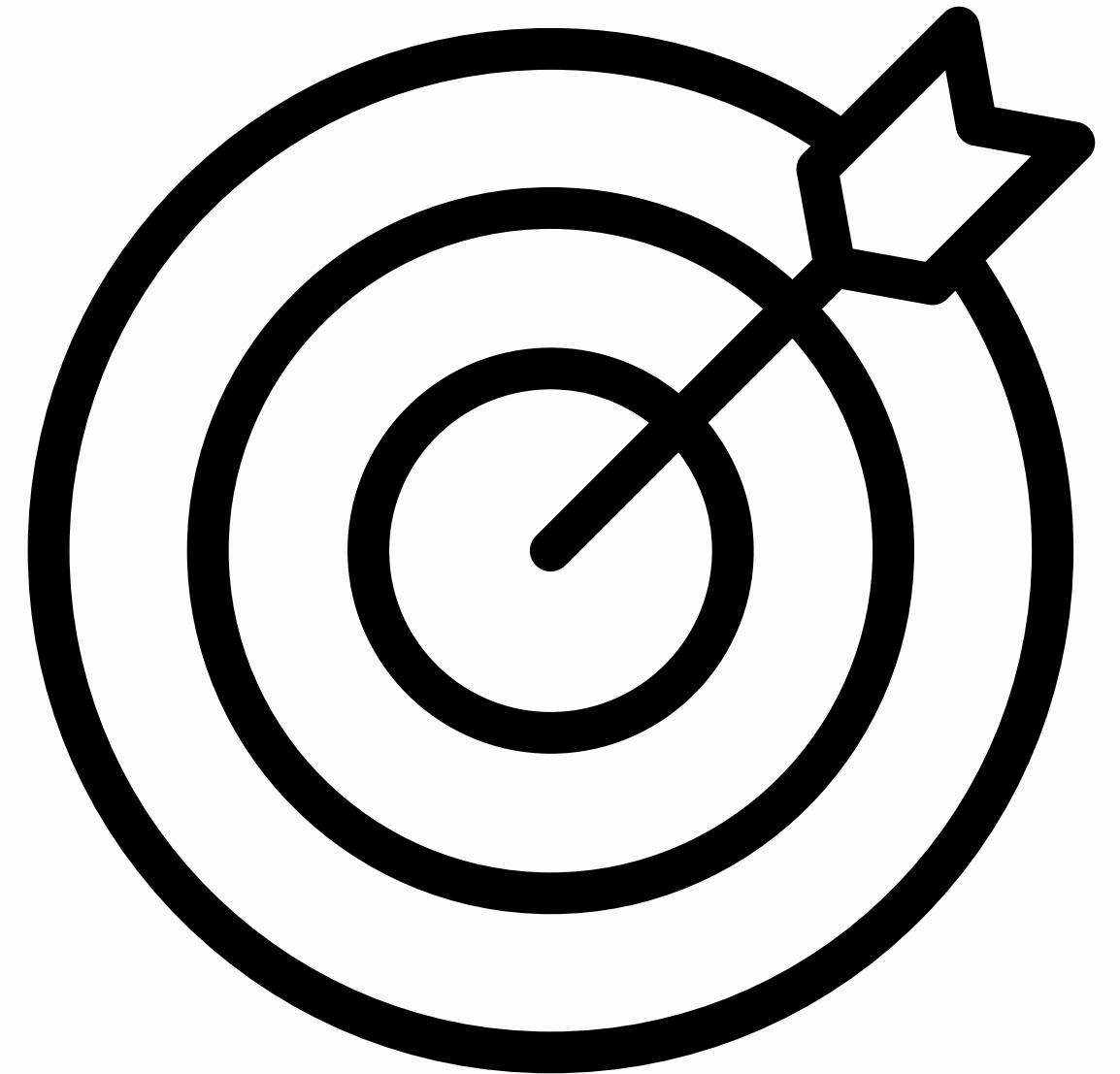
Introduction of Children's Village Panelists for this Webinar

- **Jeremy Kohamban** – *President/CEO, The Children's Village*
- **Robert Ramaseur** - *Credible Messenger/Youth Peer Advocate,*
The Children's Village

WEBINAR GOALS

GOALS for this Webinar:

- To provide viewers with information/important strategies that will increase their knowledge about how to improve successful family-driven care program practices and staff skills.
- To leave viewers with enthusiasm to increase their focus on and improve their family-driven care program practices and staff skills in their programs.



Focus areas Michigan Stakeholders shared are important to them about Family-driven care

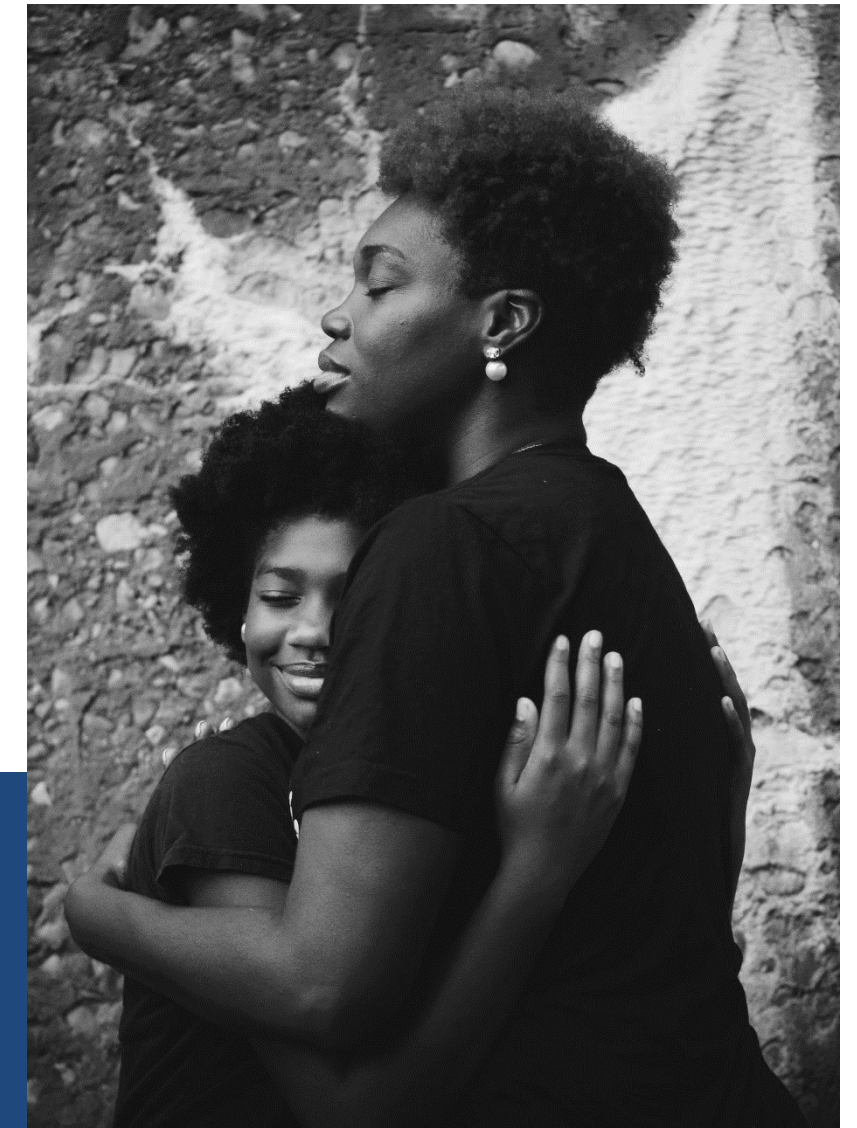
- Staff skills and program practices for engaging and supporting families in being an active part of all aspects of their children's care, treatment, and support
- Understanding cultural differences in terms of engaging families
- Providing education/skill building for family members to learn how to better support their children
- Engaging familial supports when there is no plan for reunification (common for CI/DD population)



Every Michigan residential program has done good work specific to family-driven care program practices and staff skills, and focused in different ways on promoting family voice, choice & skills.

Some of the following MI residential programs self-identified on a BBI FDC Survey as having successfully implemented specific Family-driven care practices.

- Maple Lodge
- Teaching Family Homes
- Highfields
- Eagle Village
- Christ Child House
- MCHC
- Vista Maria
- Havenwyck
- Bethany



Examples of FDC strategies different MI residential leaders shared that they have successfully implemented

- Encouraging daily phone calls with family
- Provides an iPad to do zoom visits with family supports
- The program helps drive kids to and from time spent with family
- The Therapist has supervised sibling visits
- The program works with DHHS to find birth/adoptive family
- Engage the families in weekly/bi weekly family sessions
- Ensure youth spend time in the community and home long before the youth is discharged home
- Keep families informed about program updates
- Work to overcome travel obstacles to youth spending time at home
- Use multiple different methods to maintain family contact



Opportunity for MI residential programs to request a coaching call for their organization's executives/leaders and residential program team members with webinar faculty.

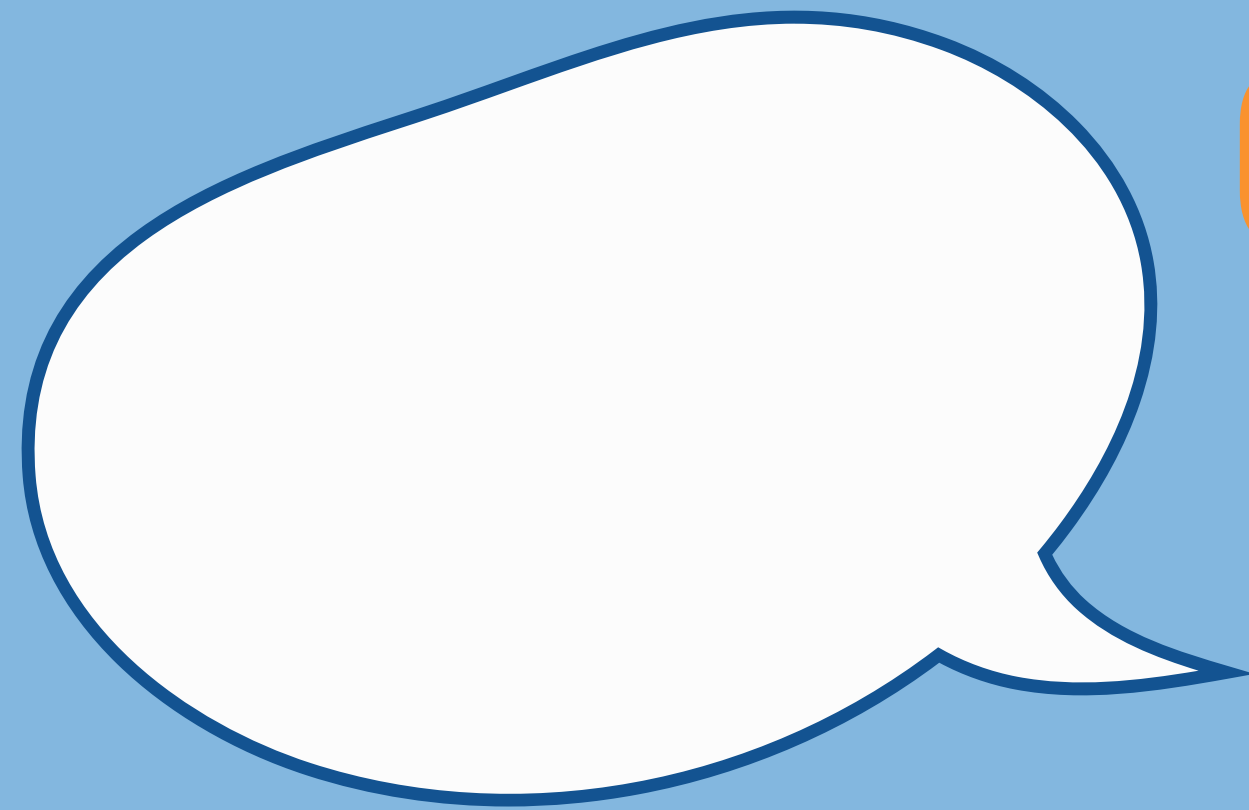
MDHHS is sponsoring four webinars for Michigan residential stakeholders between March 2023 and February 2024:

- *Youth-guided Care: Strategies for Improving Program Practices and Staff Skills*
- *Family-driven Care: Strategies for Improving Program Practices and Staff Skills*
- *Belonging Matters: Setting the Culture for and Removing Barriers to Permanency*
- *Basic Program Practices and Staff Skills to Engage Youth with Diverse Sexual Orientation, Gender Identity & Gender Expression (SOGIE)*

Eight MDHHS Licensed Residential Programs will be chosen to have a coaching call with the faculty of one specific webinar and their team members. The focus of each coaching call will be to have program teams ask faculty questions, inquire about solutions to challenges faced, and 'dive deeper' into program practice and/or staff skill improvement needs in the specific topic area they have requested a coaching call.

First come/first served: After viewing a webinar, email Sarah Edwards (sedwards@togetherthevoice.org) if you would like your team to have a coaching call with faculty for that webinar's specific topic area. The first two (2) requests for each webinar will be awarded this individual program educational and support opportunity.





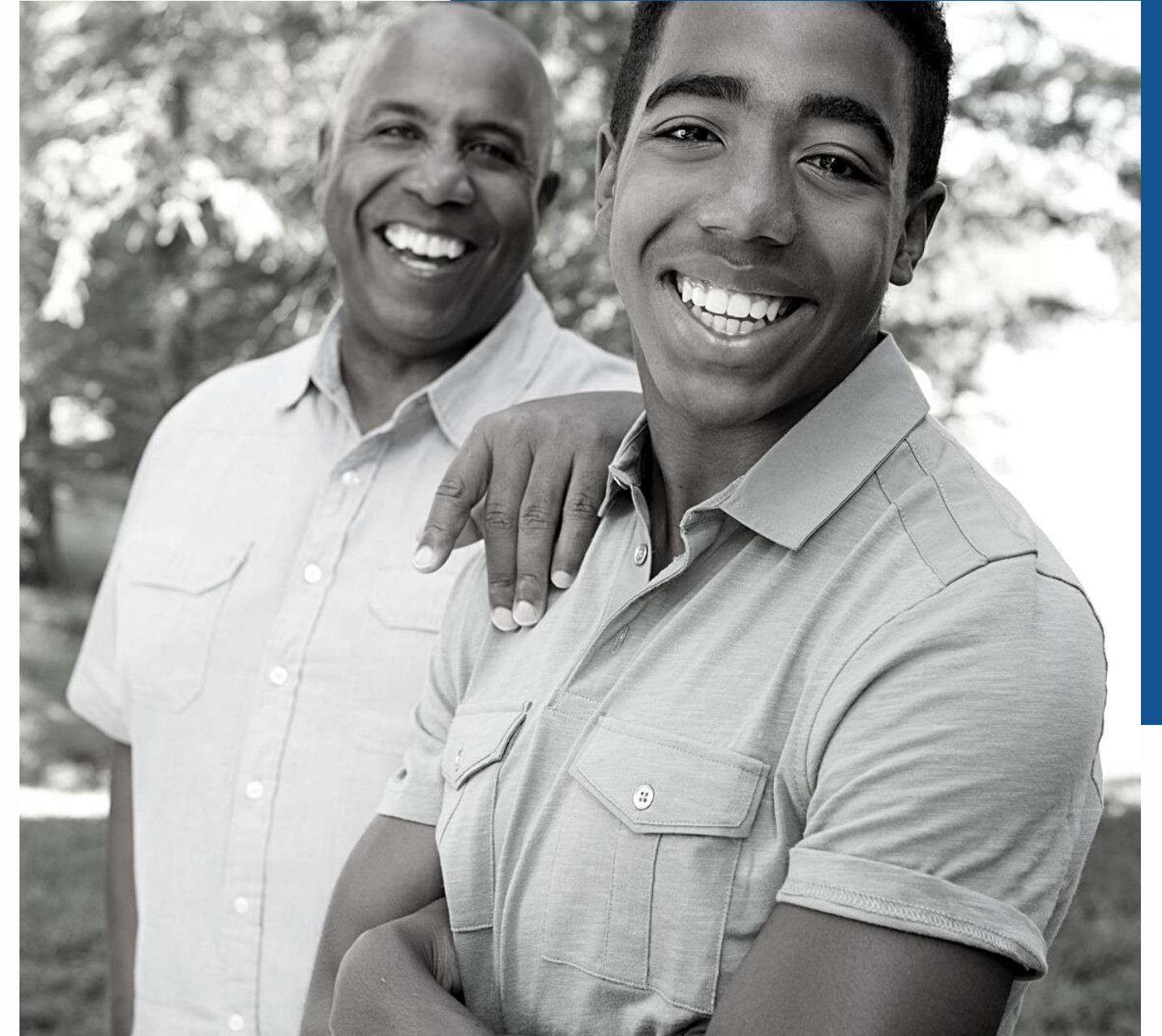
Questions or Comments about this Webinar?

**Send questions or comments to Sarah Edwards
(sedwards@togetherthevoice.org).**

Sarah will forward to appropriate faculty.

Question 1:

Please briefly mention a few foundational elements that you put in place in your organization to support staff with successfully engaging and partnering with families.



Question 2:

Please share several program practices that have been most effective for your program in engaging and supporting families in being an active part of their children's care, treatment and support.



Question 3:

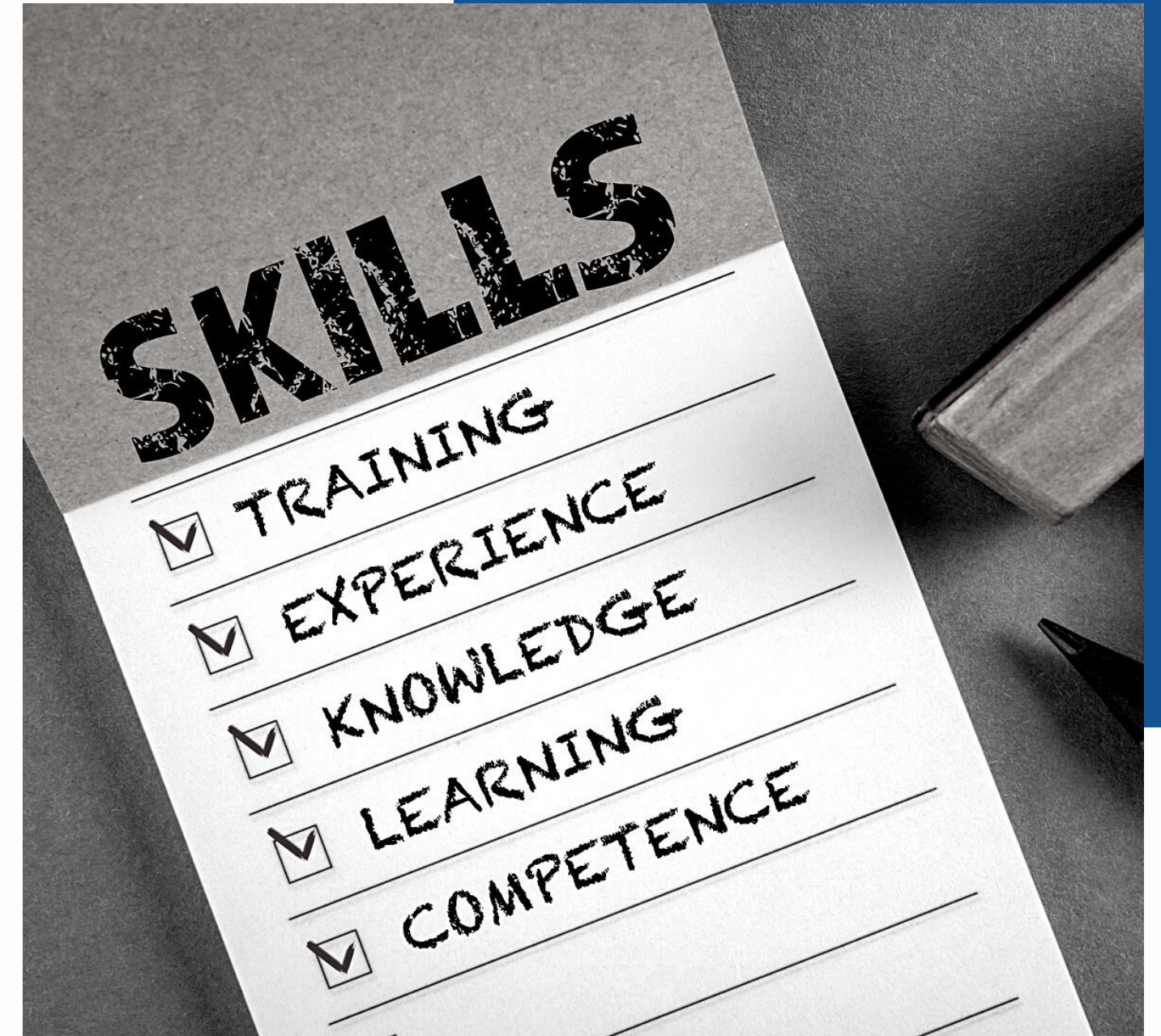
**Please share specific staff skills
you have found to be most
effective in staff engaging and
supporting families to be an active
part of their children's care,
treatment and support.**

**Do you recommend any strategies
to support staff in gaining and
using these skills every day?**



Question 4:

Please share specifics about how your organization provides education/skill building for families to learn how to better support their families.



Question 5:

Please name a challenge you have faced in getting residential staff to engage and/or support families.

How did you successfully address this challenge?



Question 6:

Please share your top two to three recommendations for residential program leaders wanting to improve their family-driven care program practices and staff skills.





Questions or Comments about this Webinar?

**Send questions or comments to Sarah Edwards
(sedwards@togetherthevoice.org).**

Sarah will forward to appropriate faculty.

Opportunity for MI residential programs to request a coaching call for their organization's executives/leaders and residential program team members with webinar faculty.

MDHHS is sponsoring four webinars for Michigan residential stakeholders between March 2023 and February 2024:

- *Youth-guided Care: Strategies for Improving Program Practices and Staff Skills*
- *Family-driven Care: Strategies for Improving Program Practices and Staff Skills*
- *Belonging Matters: Setting the Culture for and Removing Barriers to Permanency*
- *Basic Program Practices and Staff Skills to Engage Youth with Diverse Sexual Orientation, Gender Identity & Gender Expression (SOGIE)*

Eight MDHHS Licensed Residential Programs will be chosen to have a coaching call with the faculty of one specific webinar and their team members. The focus of each coaching call will be to have program teams ask faculty questions, inquire about solutions to challenges faced, and 'dive deeper' into program practice and/or staff skill improvement needs in the specific topic area they have requested a coaching call.

First come/first served: After viewing a webinar, email Sarah Edwards (sedwards@togetherthevoice.org) if you would like your team to have a coaching call with faculty for that webinar's specific topic area. The first two (2) requests for each webinar will be awarded this individual program educational and support opportunity.



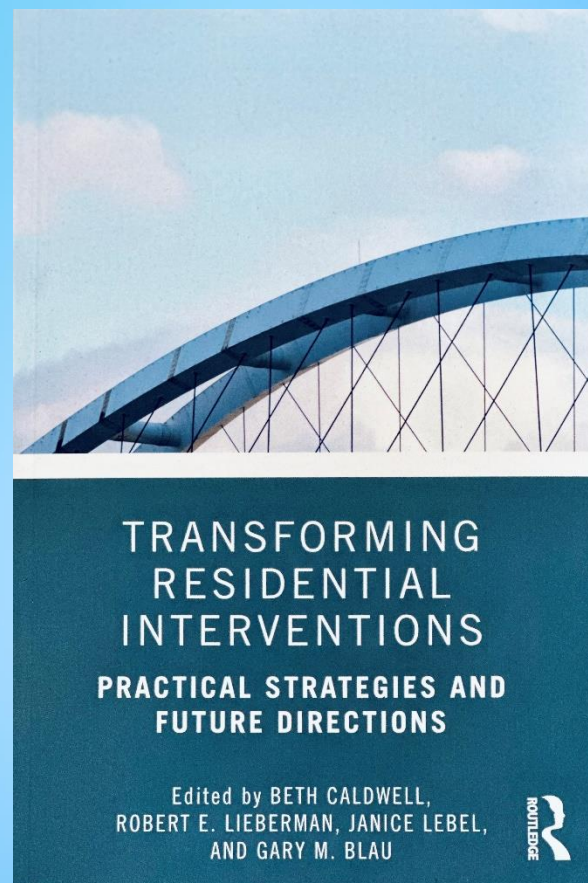
Resources: Guides/Toolkits

<p>A BBI Guide: <i>Finding and Engaging Families for Youth Receiving Residential Interventions: Key Issues, Tips, and Strategies for Providers</i></p> <p>https://buildingbridges4youth.org/document/a-building-bridges-initiative-guide-finding-and-engaging-families-for-youth-receiving-residential-interventions-key-issues-tips-and-strategies-for-providers/</p>	<p>BBI Family Engagement Toolkit</p> <p><i>Six Modules:</i></p> <ul style="list-style-type: none">• <i>Organizational Foundations for Successful Family Engagement</i>• <i>Putting an Urgency on Permanency Practices</i>• <i>Hiring/Supporting Family Partners</i>• <i>Basics for Engaging Families</i>• <i>Working with Families in their Homes/Communities</i>• <i>Families First Act</i> <p>https://buildingbridges4youth.org/family-engagement-toolkit/</p>	<p>BBI Short Term Guide:</p> <p>https://buildingbridges4youth.org/document/implementing-effective-short-term-residential-interventions/</p>
BBI Guide	BBI Toolkit	BBI Guide

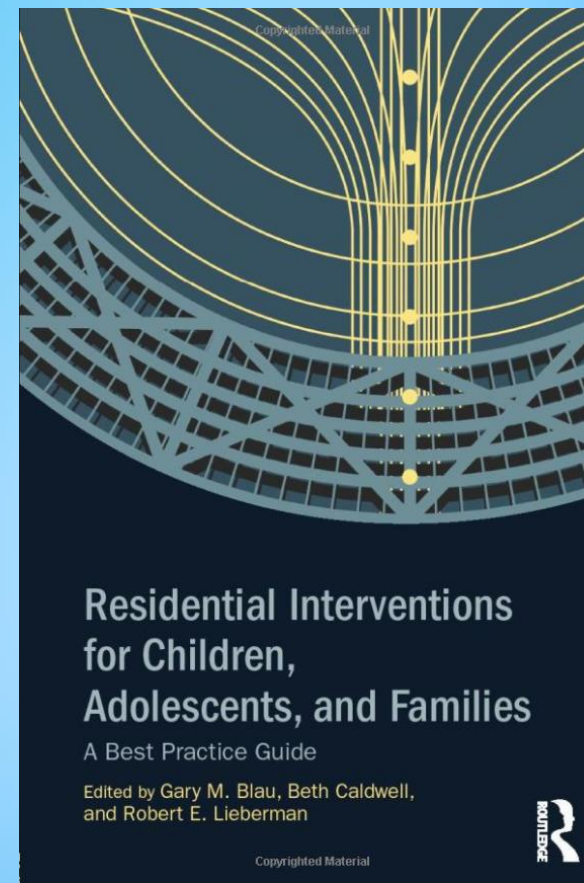
Resources: Articles/Tip Sheets

<p><i>Engage Us: A Guide Written by Families for Residential Providers</i></p> <p>https://buildingbridges4youth.org/document/engage-us-a-guide-written-by-families-for-residential-providers/</p>	<p><i>Tip Sheet for Families Considering a Residential Program</i></p> <p>Brief</p> <p>https://buildingbridges4youth.org/document/tip-sheet-for-families-considering-a-residential-program-brief-english/</p> <p>Expanded</p> <p>https://www.buildingbridges4youth.org/sites/default/files/pdf/BB-Family-Tip-Sheet-expanded.pdf</p>	<p><i>Consejos para familias que estan considerando un programa residencial</i></p> <p>Brief</p> <p>https://buildingbridges4youth.org/document/tip-sheet-for-families-considering-a-residential-program-brief-spanish/</p> <p>Expanded</p> <p>https://buildingbridges4youth.org/document/tip-sheet-for-families-considering-a-residential-program-expanded-spanish/</p>
BBI Article	BBI Tip Sheet (English)	BBI Tip Sheet (Spanish)

Resources: Books/Guides



**BBI Book (2020)
Chapters 3 and 9**



**BBI Book (2014)
Chapter 5**

Ideas for Follow-Up to this Webinar:

1. Consider having all leadership and clinical staff view the webinar.
2. Hold discussion groups with staff who have viewed, use your own or the draft framework below for guiding the discussions:
 - What are your thoughts about the answers the faculty provided to the questions asked?
 - Is there anything that you heard that is confusing and we should discuss to clarify?
 - Did you hear anything on the video that made you think of ways that our program could improve? Please share.
 - Do you have additional suggestions for how we can improve our focus, program practices and staff skills specific to family-driven care?



Please help us in designing future learning opportunities by completing the short evaluation found at the following link

LINK:

<https://www.surveymonkey.com/r/BBIMIFamilyDrivenCare>



BBI FDC Webinar Faculty Contacts

KIM STRATTON

*Vice President, Quality, Children's Home
(CHOWC)*

kstratton@chowc.org

BETH PALMIERI

*Family Peer Advocate, Children's Home
(CHOWC)*

_bpalmieri@chowc.org

MICHELLE GRAY-SMITH

*Family Peer Advocate, Children's Home
(CHOWC)*

mgray-smith@chowc.org

JEREMY KOHOMBAN

President/CEO, The Children's Village

JKohomban@childrensvillage.org

ROBERT RAMASEUR

*Credible Messenger/Youth Peer Advocate,
The Children's Village*

rramaseur@childrensvillage.org

Contact Us



BETH CALDWELL

Senior BBI Consultant
bethanncaldwell@gmail.com

EBONY CHAMBERS MCCLINTON

Advisor, Stanford Sierra Youth & Families
echambers@ssyaf.org

SARAH EDWARDS

Learning Coordinator, ACRC
sedwards@togetherthevoice.org

JURON MCMILLAN

Manager of Project Implementation, ACRC
jmcmillan@togetherthevoice.org

MARK NICKELL

Director of Strategic Initiatives, ACRC
mnickell@togetherthevoice.org



Thank you!